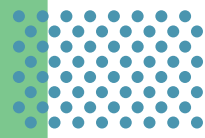




ANNUAL REPORT
2021-2022



CHIEF EXECUTIVE OFFICER AND PRESIDENT'S REPORT

Making connections is something upon which Jewish Family and Child Service prides itself, a theme illustrated in our recent Annual Campaign. As a multi-service agency, JF&CS is able to provide seamless, wrap-around support to our clients across a full and extensive continuum of care. By reading this year's Annual Report, you will meet Sabrina and her client Alexander, whose profound connection to the community and each other stems from their history with the agency. Their ability to access JF&CS services and opportunities changed the course of their lives.

Service excellence is our agency's north star. Throughout the past year, we have been steered by the agency's mission and strategic objectives, always reminded, reinforced and reinvigorated by our sense of purpose and direction during times of uncertainty. Our values of mutual accountability, trust and collaboration, learning and renewal, care and resilience,

inclusion and diversity, and adaptation, innovation and creativity ground our service to the community.

The agency has worked tirelessly over the past two and half years to ensure continuous support to individuals, children, families and communities. By implementing a hybrid work model, we remain flexible in our responses to client, community, and staff needs. No matter where our work is conducted, we are profoundly grateful to our staff, board members, volunteers, and foster and kinship caregivers for their exemplary work, compassion and dedication to our clients, mission and community.

As we strive for service excellence, we continue to build on our Equity, Diversity and Inclusion (EDI) initiatives, by further embedding these principles and goals into our agency practices, policies and procedures. Our Board of Directors

participated in a retreat centered on the importance of deepening our EDI work throughout our organization. As a result, we are currently developing a comprehensive EDI strategy, which will include establishing a senior role within the agency with a specific EDI focus. All of these steps culminate in making JF&CS a safe, diverse, and inclusive space.

Over the past year, we reflected on our agency's management structure and conducted a thorough organizational review to help us improve how we operate. We restructured our Human Resources department to provide crucial support to our growing team of talented staff. As the need for our services has grown, we have also developed a skilled and specialized intake response to streamline the service delivery process for clients. In addition, we brought client-related legal services in-house to allow for seamless legal representation, consultation and training.





Left: Talyah Breslin Chief Executive Officer
Right: Helen Goldist President, Board of Directors

To better understand and improve our reputation in the community, the Development and Communications team built a detailed communications strategy to strengthen our agency's key messaging to reaffirm our strong, compelling identity. We launched a social media campaign to showcase the vital work of JF&CS. This campaign has helped raise awareness of the many invaluable programs and services that we offer.

As a recognized industry leader in social services, we understand our responsibility to continue our learning and development. Our next step is to conduct an extensive service model review to find ways to enhance our core programs and services. We will look at what is working well, how we can improve, and which programs and services may require a redesign. Our commitment remains to continually align our service provision with the needs of our community.

Our progress and growth over the last year would not have been possible without our generous donors, funders and community partners. With the creation of the youth-focused Give Back Guide, we have seen increased interest and donations from young people in our community, whom we highlight in our Young Philanthropists impact report.

Thank you! With your support, JF&CS has been able to provide invaluable programs and services to our community. As the costs of food, housing, and other essential items continue to rise, we are especially grateful to those who donate their time and money to support the agency in fulfilling our mission. We look forward to the year ahead as JF&CS continues to adapt, build upon our strengths, and find innovative solutions to life's ever-changing challenges.

Meet **SABRINA**

For Sabrina, working at Jewish Family and Child Service is not just a job but rather a continuation of a remarkable personal journey. In 1989, her father suffered a tragic accident which left him with a severe brain injury. This made life more challenging for Sabrina's family; her mother, now a single parent caring for two young children, Sabrina (age four) and her brother Daniel (age eight). At that time, Daniel had already been diagnosed with a developmental disability.

Sabrina's mother struggled to care for the family, so she contacted JF&CS for support, specifically to address Daniel's needs. As a result, the family was connected to a social worker at the agency who helped them access funding for one-to-one support and several other programs to assist in caring for Daniel. Support for Sabrina's family did not end there.

Over the summer, JF&CS also provided the family with Jewish camp subsidies to allow Sabrina and her brother to attend camp. Sabrina describes this time period as formative, where she was able to develop a true sense of self and belonging, as well as lifelong friendships. Many of the friends she made were other children sent to camp through JF&CS, fostering a common bond.

Many years later, when Daniel was 17, JF&CS helped connect him to a group home. He thrived in this group environment, which ultimately improved the family's lives. Sabrina remembers this as a pivotal moment and has distinct memories of her time with their JF&CS social worker. She often reflects on the incredible impact their worker had on her family and wanting to have that same impact on someone else one day.

As she went through school with plans of obtaining a business degree, Sabrina started working part-time at Reena, a

partner agency that promotes dignity and independence for people with diverse abilities; the same organization that provided Daniel with a place to live. Sabrina's job at Reena quickly brought back early childhood memories and it was then that she realized that business was not her calling and decided to pursue her passion for social work.

After becoming a social worker and securing a role at JF&CS, Sabrina witnessed the profound impact that she and her colleagues had on the lives of our community members. To her, the agency's work is defined by the compassion put into supporting clients and the meaningful daily interactions with individuals and families. This life-changing support, which she herself received throughout her life, is what motivates her to continue working with parents who have children with disabilities. "That motivation goes far beyond professional development, but truly from the deepest part of my soul."

Sabrina shares that she feels privileged to work at an agency that provides such

a spectrum of programs and services. In addition to providing counselling, crisis intervention, and poverty reduction support, Sabrina is currently working in the SupportAbility program. She is helping design a workshop focused on supporting the siblings of children with disabilities, drawing on her own personal experiences to help those families navigate challenging times.

Sabrina serves a diverse population of clients, some of which have been accessing services for the last 15 years. She reinforces with these individuals and families that JF&CS is truly there for them every step of the way, stating that "they know we're not going anywhere, and a lot of these families take comfort in that. I think about that even in my own life; if you could chart the path of your life, JF&CS has always been a constant. When I stop to think about it, it's remarkable that I get to do the exact same work in the same program at the same organization, which has had such a tremendous impact on my life. I'm certain there are not many people that get to say that."



Sabrina Propper JF&CS Social Worker

and her client **ALEXANDER**



Alexander JF&CS Client*

For Alexander, JF&CS had been a support system in his life from a young age. At the age of 14, Alexander was placed in care at JF&CS by the Peel Region Police. His biological mother became violent towards him, and the neighbours had to intervene. Once in the care of the police, Alexander was brought to JF&CS' central office, where a social worker drove him to his awaiting foster family. The family welcomed Alexander into their home and cared for him for two and a half years. The warmth and education afforded to him by his foster family have been the foundation of success throughout his life.

After turning 16, Alexander decided to move out on his own; searching for independence and wanting to take life into his own hands. Throughout this period, Alexander refers to JF&CS as his "guardian angel", supporting him through a challenging time and helping him make good decisions. He shares that without the agency's assistance and guidance at that time, it would have been easy for him to become self-destructive.

Several years later, Alexander started his career in finance. He spent his time obtaining three designations in financial services and participating in a fellowship program, all with the support and assistance of JF&CS. From 2002 to 2019, Alexander's life ran smoothly until he unexpectedly experienced involuntary job loss, which temporarily derailed his progress.

He had been working in the financial services industry for over 12 years, but suddenly Alexander found himself without a job. In an attempt to secure employment, he was forced to exhaust his life savings and ultimately had to file for bankruptcy. Four months into Alexander's unemployment, at the start of the COVID-19 pandemic, the world began experiencing its first widespread lockdowns. At that time, most

financial firms instituted hiring freezes, making it increasingly challenging for Alexander to find work. This restrictive situation, coupled with his bankruptcy and inability to remain licensed in his field, left Alexander in a financially precarious position.

At first, Alexander received government assistance through the Canada Emergency Response Benefit (CERB). However, once that assistance ran out and his sole source of income was Ontario Works, he realized he could not adequately provide for his partner and newborn son. That is when Alexander returned to JF&CS for support.

Over the last year, Sabrina has assisted Alexander in accessing a variety of different agency services. Initially, Alexander was granted access to the Poverty Reduction program, through which he received funds that supplemented his monthly income and allowed the family to maintain their home and dignity. After Alexander heard about Kehilla's Rental Subsidy program from his foster mother, Sabrina helped connect Alexander to the partner agency. The two programs gave Alexander the chance to maintain his physical and mental health through undoubtedly the hardest period of his life. He notes that "all of this was possible due to the agency's support and Sabrina's encouragement and empowerment. She is truly remarkable in her conduct and support of those in need." With the help and support of JF&CS, Alexander has been discharged from bankruptcy and has re-established his role with his former employer. Not only that, he will soon have ten employees reporting to him.

"I have had an absolutely amazing experience with all of the people that I have ever met at or through the agency," shares Alexander, "I am profoundly grateful for [JF&CS'] existence and ardent support and for making me all that I am and all that I can be in the future."

THE WAYS YOU GAVE

GIFTS-IN-KIND

We gratefully acknowledge the generosity of donors who have supported JF&CS through gifts-in-kind, including simcha baskets, sports and event tickets.

TRIBUTES & MEMORIALS

We gratefully acknowledge the individuals and families who have considered JF&CS during their times of joy and sadness.

ECHOAGE

We gratefully acknowledge the children and families who have chosen JF&CS as the beneficiary of their mitzvahs and celebrations.



We gratefully acknowledge members of the 1868 Society, devoted donors who contributed to JF&CS for five or more consecutive years. **1868 Society members are marked with a purple triangle. ▲**



We gratefully acknowledge Monthly Mitzvah Makers, donors who contributed to JF&CS each month during our 2021/2022 fiscal year. **Monthly Mitzvah Makers are marked with a green triangle. ▲**

Our sincere appreciation to the many JF&CS donors who wish to remain anonymous, and to those who support our work but whose names do not appear in this Annual Report. The donor list reflects donations made between April 1, 2021 to March 31, 2022 and every effort has been made to ensure proper recognition of each donor (\$180+).
We apologize for any errors/omissions.

Endowments

We acknowledge with gratitude the following endowments that have been established in support of Jewish Family and Child Service. Some are presently making a difference; others will make a difference in years to come:

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Gordon S. Wolfe Legacy Society

We acknowledge with gratitude the following individuals who have committed to leaving a legacy gift in support of Jewish Family and Child Service. By leaving a legacy gift, they are making a forever-impact on our community.

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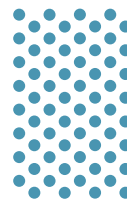
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SUMMARIZED OPERATING FINANCIAL STATEMENTS

For the year ended March 31, 2022

Revenues	2022	2021
Ontario Ministry of Children, Community and Social Services	\$ 9,798,726 40%	\$ 9,634,063 42%
Ontario Ministry of Health	\$ 839,980 3%	\$ 799,980 3%
UJA Federation of Greater Toronto	\$ 6,315,861 26%	\$ 5,641,665 24%
United Way	\$ 1,575,537 6%	\$ 1,738,222 7%
Direct Donations	\$ 4,675,816 19%	\$ 3,888,159 17%
Claims Conference	\$ 627,393 3%	\$ 510,593 2%
The Regional Municipality of York	- 0%	\$ 272,434 1%
Fees from clients	\$ 200,404 1%	\$ 202,788 1%
Other income	\$ 551,636 2%	\$ 505,632 2%
Total Revenues	\$ 24,585,353 100%	\$ 23,193,536 100%

Expenses

Salaries and employee benefits	\$ 15,295,822 62%	\$ 14,177,620 61%
Direct costs for the care of children	\$ 2,492,427 10%	\$ 2,416,567 10%
Direct financial assistance to clients	\$ 2,396,852 10%	\$ 1,954,812 8%
Program support	\$ 2,462,844 10%	\$ 2,263,809 10%
Other clients' assistance and beneficiaries	\$ 1,430,919 6%	\$ 1,910,690 8%
Other programs	\$ 426,523 2%	\$ 399,393 2%
Amortization of capital assets	\$ 200,590 1%	\$ 249,581 1%
Total expenses	\$ 24,705,977 100%	\$ 23,372,472 100%

(Deficiency) (\$ 120,624) -0.49% (\$ 178,936) -0.77%
excess of revenues over expenses for the year

Audited Financial Statements including a report by RSM Canada LLP are available at the office of JF&CS or online at www.jfandcs.com.

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Social services for Jewish Nazi victims have been supported by a grant from the Conference on Jewish Material Claims Against Germany.

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